



Tri-National Workshop on Performance Measurement

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Outline

- SAFETEA-LU: Policy Context
- Strategic Management at FHWA
- Current Use of Performance Measures
- Recent Performance Measurement Initiatives
- Areas for Future Cooperation

SAFETEA-Legacy for Users

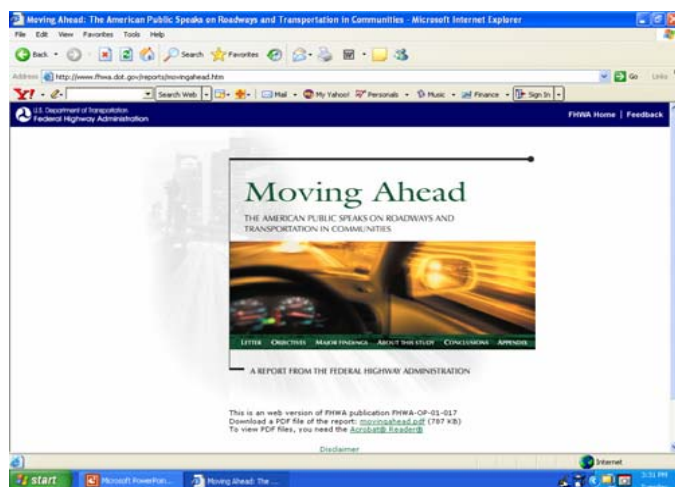


<http://www.fhwa.dot.gov/safetealu>

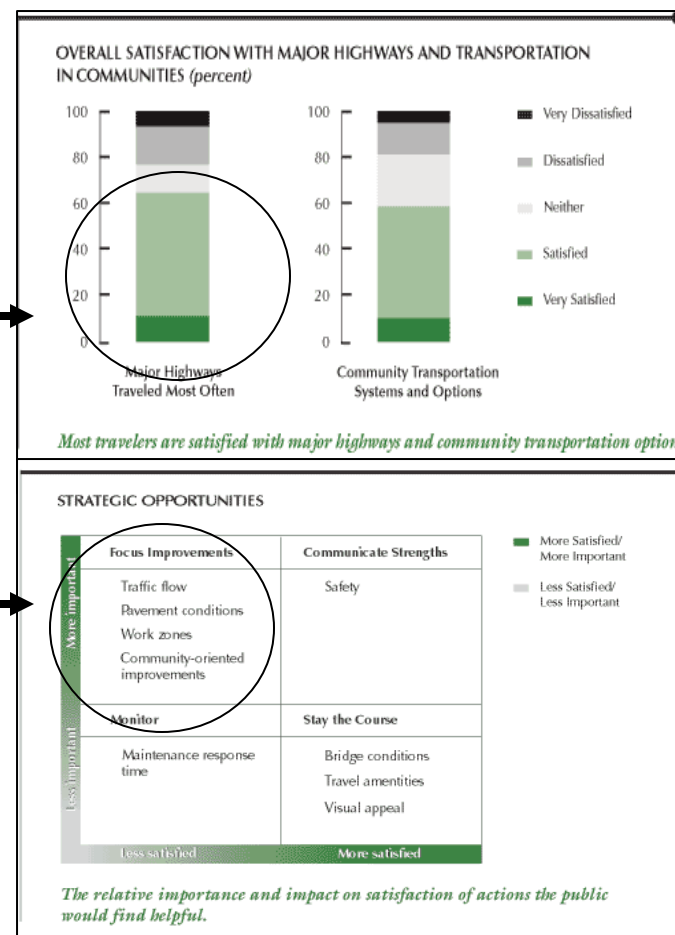
- Renewed core Federal Aid Highway programs
- Authorized new Highway Safety Improvement Program
- Emphasizes congestion relief, environmental stewardship, and program efficiency
- Encourages State flexibility and greater private sector role

Disclaimer: This paper represents the view of the author and not those of the U.S. Department of Transportation or the Federal Highway Administration.

Traveler-Centric View: TOPS Survey

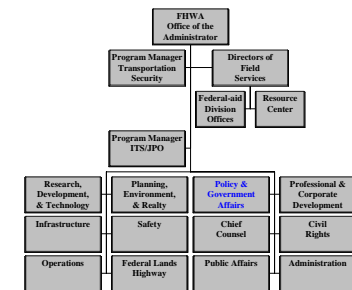
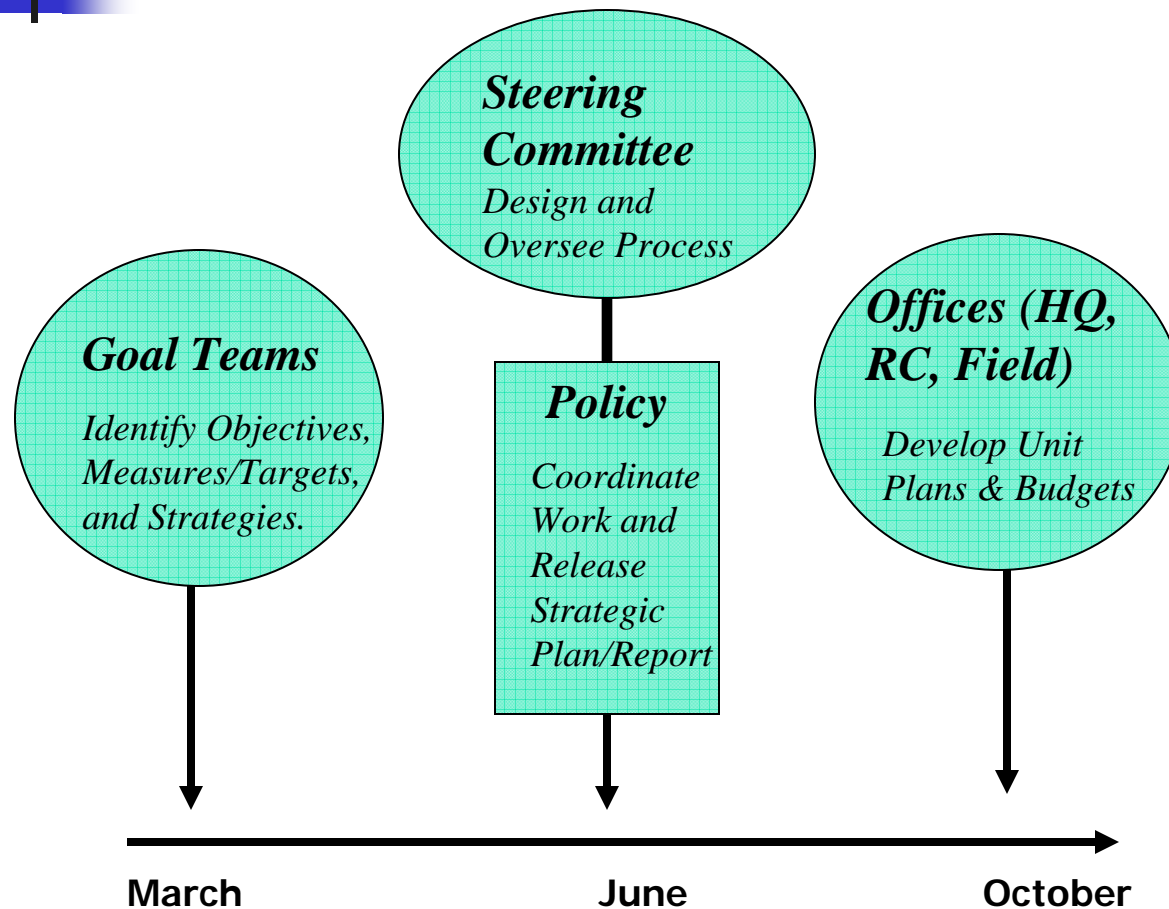


<http://www.fhwa.dot.gov/reports/movingahead/>



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Strategic Management at FHWA



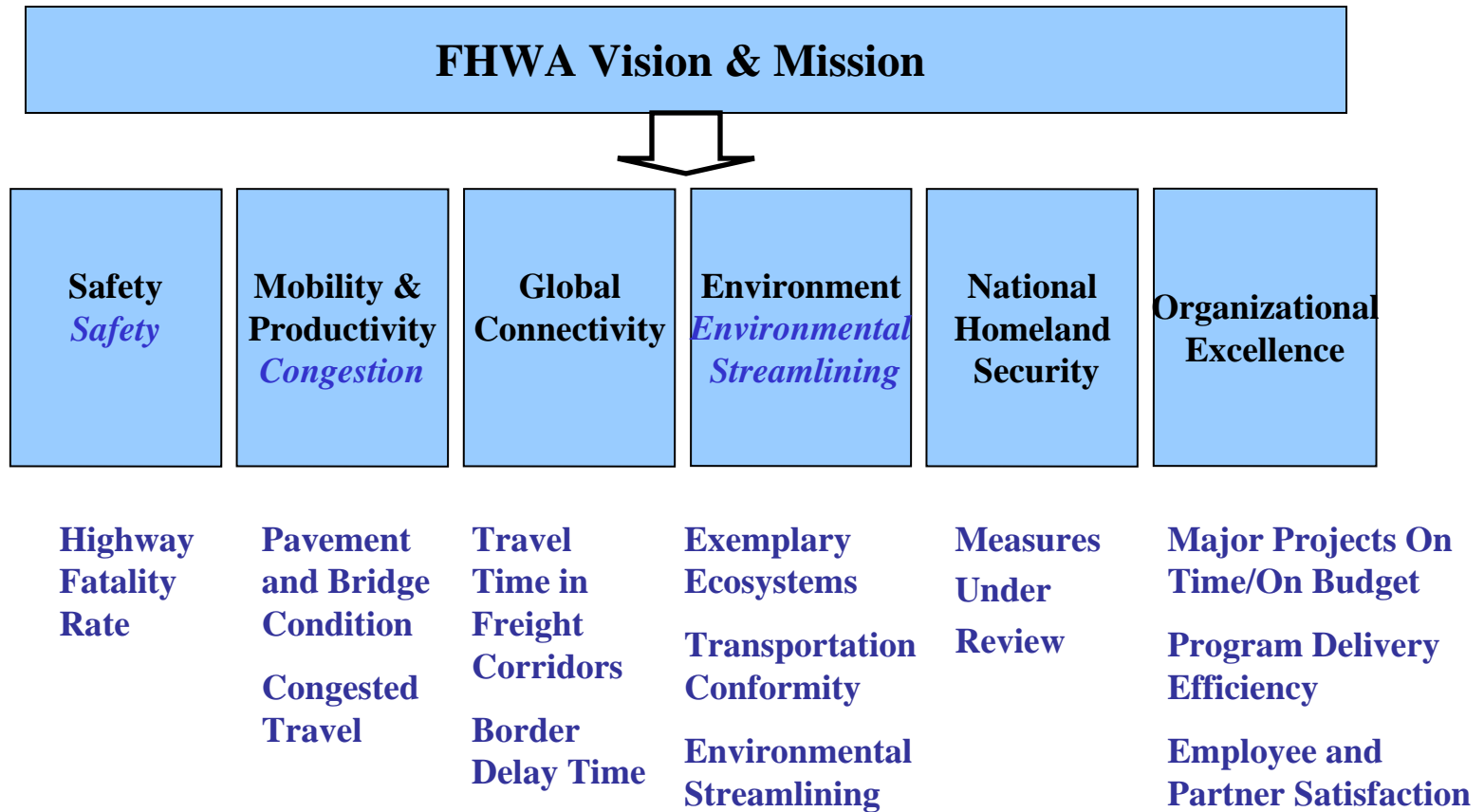
Leadership Team

Develop Individual Performance Objectives that Align With Office Plans & Budgets

Annual Cycle

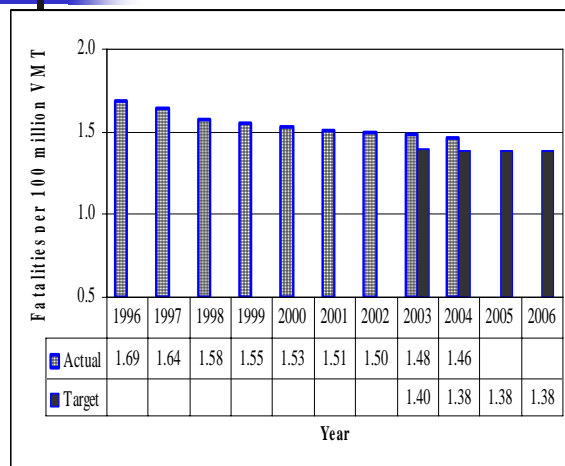
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Strategic Goals and Outcome Measures

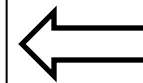
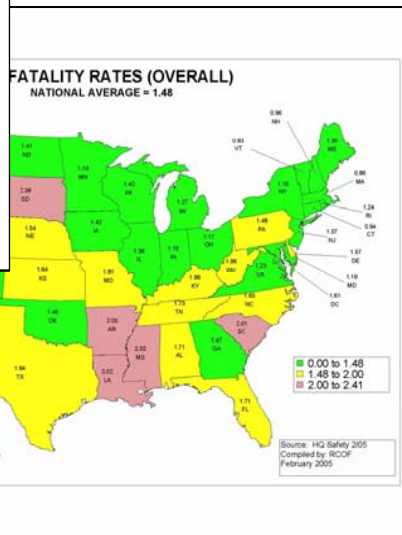


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Use of Outcome Measures



Annual Trends



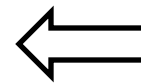
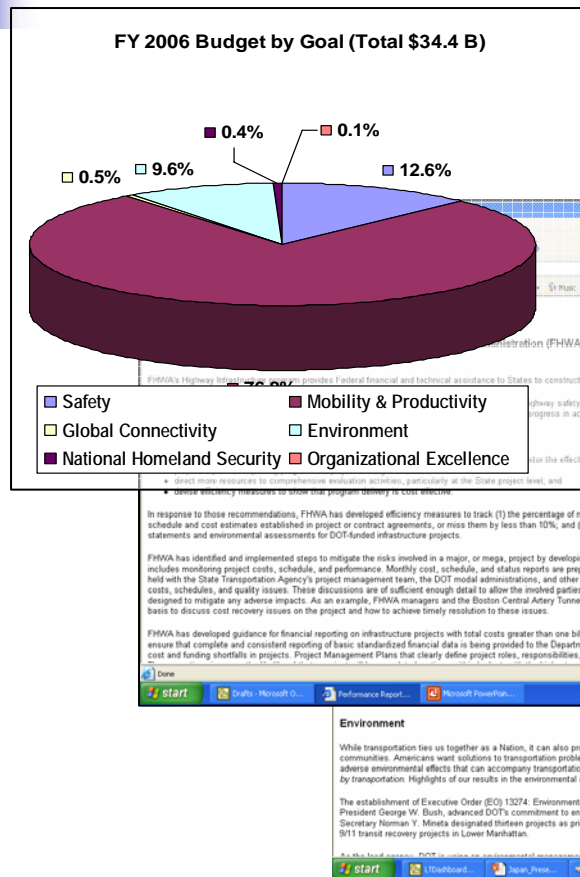
Focus States



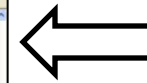
Investment Impact

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Performance Budget Integration



Performance Budget (by Goal)



Program Assessment Review Technique (PART)



Performance & Accountability Report

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Current Measurement Initiatives



- Commonly-accepted outcome measures (e.g., NTOC).
- New methodologies and measures (e.g. traffic congestion/reliability).
- Performance budgeting refinements.
- Use of management dashboards.

Commonly-Accepted Outcome Measures

National Transportation Operations Coalition (NTOC) Performance Measurement Initiative (2005)



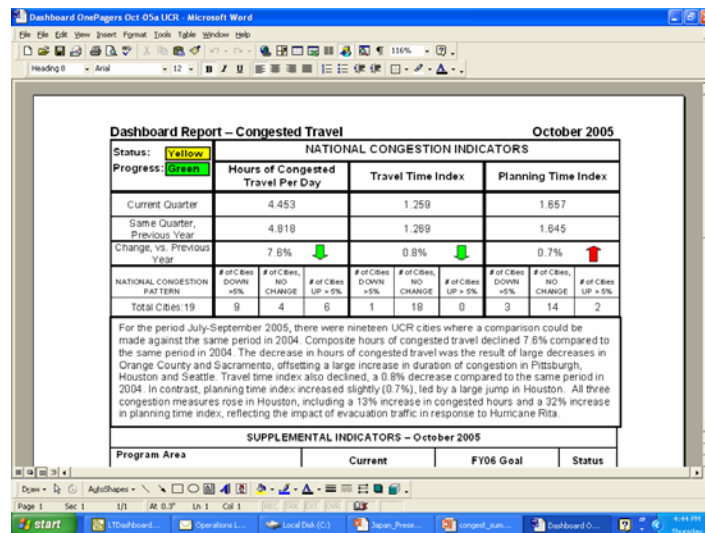
Proposed List of Performance Measures

- Customer Satisfaction
- Extent of Congestion – Spatial/Temporal
- Incident Duration
- Non-Recurring and Recurring Delay
- Speed
- Throughput – Person/Vehicle
- Travel Time – Link/Trip
- Travel Time - Reliability

http://www.ntoctalks.com/ntoc/ntoc_final_report.pdf

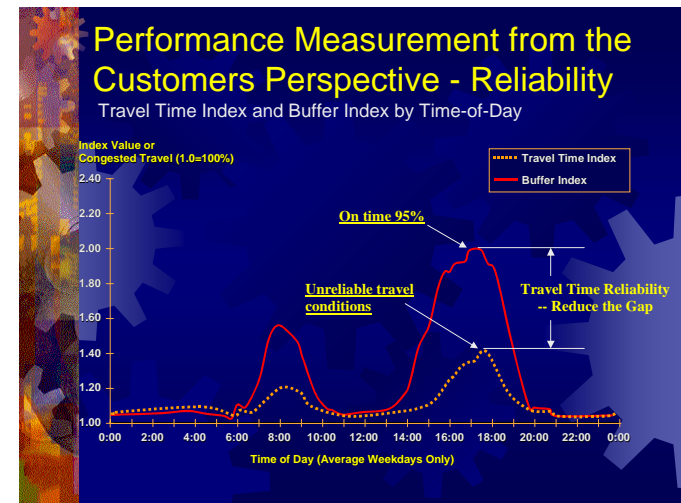
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New Methodologies & Measures

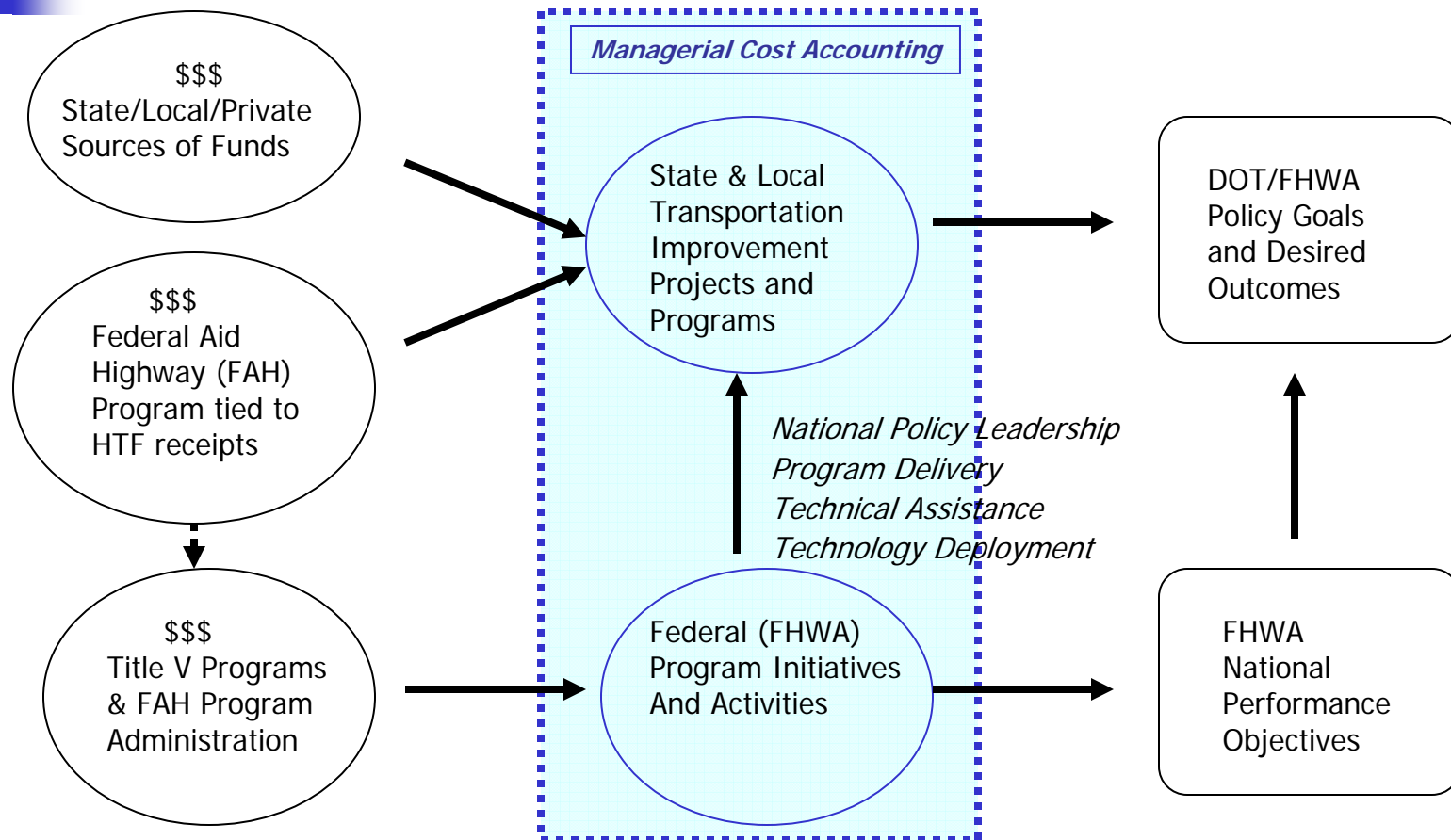


Traffic Congestion - archived data from traffic management centers in 19 cities.

New Measure: Reliability

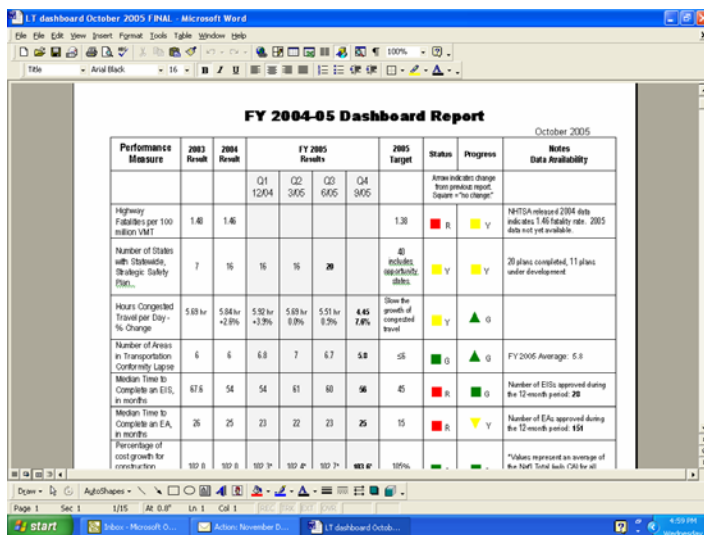


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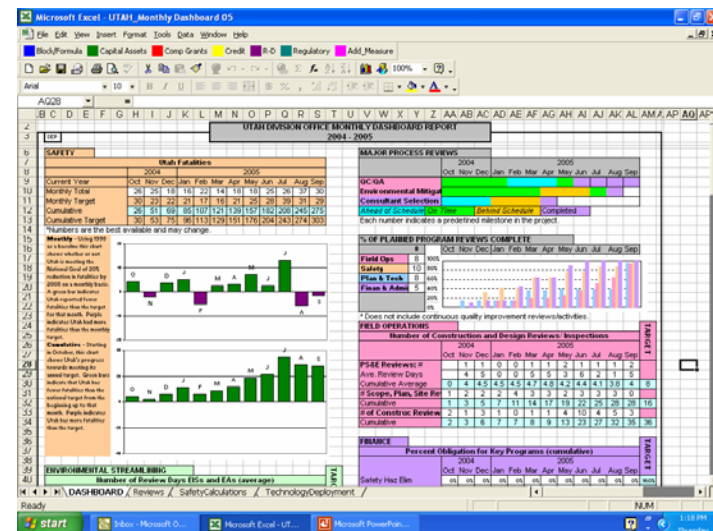
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Use of Management Dashboards



Unit-Level Dashboard

Leadership Team Dashboard



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Areas for Future Cooperation

- Sharing information about performance measurement practices
- Improving data collection methods and reporting tools
- Developing appropriate and timely performance measures
- Exploring new approaches to program impact evaluation